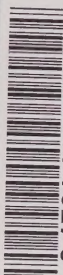



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Ontario

Ministry of  
Municipal Affairs  
and Housing

TENANT RECEPTIVENESS:  
FAMILY AND SENIOR CITIZEN  
MIXING IN PUBLIC HOUSING

**POLICY AND PROGRAM  
DEVELOPMENT SECRETARIAT**



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TENANT RECEPTIVENESS:  
FAMILY AND SENIOR CITIZEN  
MIXING IN PUBLIC HOUSING

George S. Hough  
Policy and Program Development  
Secretariat  
Ministry of Municipal Affairs  
and Housing

March, 1981





TENANT RECEPTIVENESS:  
FAMILY AND SENIOR CITIZEN MIXING  
IN PUBLIC HOUSING

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## Tenant Receptiveness: Family and Senior Citizen Mixing

### EXECUTIVE SUMMARY

- 18.5% or 204 of the 1,104 tenants invited, participated in the poll. This is a good response rate for this type of survey.
- The discussion period brought out: security problems, concerns regarding unsupervised children, differences between values held by seniors and single parents and, among seniors, the impact children might have on their way of life.
- The poll questionnaire uncovered several important findings:
  - 50% of all respondents preferred senior citizens as neighbours, 25% preferred two parent families while only 5% preferred single parent families. Single parents were least preferred, even by other single parent families.
  - if mixing is to take place, 60% of respondents preferred it to be structured in separate buildings.
  - over 36% of respondents preferred neighbours of their own race.
  - 65% of respondents did not feel income differences between neighbours would be important if mixed.
  - there was a preference for employed and a dislike of welfare recipients as neighbours.
  - some 47% of respondents, mostly seniors, expressed the desire for neighbours without children.
  - 58% of respondents felt unsafe walking out at night.

- 48% of all respondents were aware of children causing vandalism in their projects.
- 88% preferred to live in their present units with existing rules and regulations than move.
- 67% felt OHC rules and regulations were fair.
- 54% were satisfied with management's enforcement of rules and regulations.
- 80% felt their project manager was important in making their project a pleasant place.
- 77% were satisfied about living in public housing.
- 63% of respondents felt their families living elsewhere were satisfied that they were living in public housing.
- Seniors appear to be satisfied when mixed, when they are in the majority, in separate buildings and have the ability to partake of activities which would bring them into contact with families.
- Seniors are very dissatisfied with mixes in which they may have all of the above, save the majority.
- Families are concerned about the impact their children may have on senior citizens.
- Both families and senior citizens agreed that the worst children are those without parental supervision, and the parents of these children were single parents.
- Seniors expressed a willingness to be mixed with adult singles or couples without children.

## ACKNOWLEDGEMENTS

The author, on behalf of the Policy and Program Development Secretariat of the Ministry of Municipal Affairs and Housing, wishes to express appreciation for the co-operation received from tenants, Members of the Boards and staff of the Local Housing Authorities which participated in the study.

Special thanks are also due to Mr. Peter Lepik of the Secretariat who conducted two of the group meetings and administrations of the questionnaire.



## TENANT RECEPTIVENESS: FAMILY AND SENIOR CITIZEN MIXING

### INTRODUCTION

Demand for public housing units is dependent upon demographic and economic characteristics displayed by existing tenants and applicants on the waiting list. Over the past decade, families in the non-tenant population of the province have become smaller on average. Enough time has now passed to see this pattern transfer to the low income segment of the population from which public housing applicants come.

The present demand for units is significantly different from that of only a few years ago. Whereas previously applicants had placed great demand for units with several bedrooms, today the greatest demand is for single and two-bedroom units. At the same time, existing tenant families have aged, children have left home and family sizes have become smaller. This has further increased the demand for smaller units.

### OBJECT

The object of the tenant opinion poll was to determine what the tenants might think of mixing senior citizens and families together.

### METHOD

Tenant opinions were gathered in two types of projects,

those which were mixed and those which were exclusively occupied by families or senior citizens, using a poll type questionnaire, administered in a group setting at a sample of housing projects. The questionnaire was developed relying upon recent questionnaires from similar research projects in Britain, the United States and Canada (see Appendix A). Being a poll, the questionnaire omitted open ended questions which provide more detail regarding the qualitative aspects of responses. However, this poll provided the advantage that if it brought out major problems, an in-depth study regarding these issues could then be undertaken.

Each project in the sample was visited and examined in terms of its location, proximity to facilities, responsiveness to tenant privacy requirements, etc. Furthermore, with the local housing authority management and project management, an appreciation of the client group accommodated and those in attendance at the group meeting was acquired.

Sample projects were selected from OFIS\* project data and finalized in consultation with the Local Authorities. Detail regarding the general characteristics of each project are included in Appendix B.

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\* OFIS Organizational Financial Information System

It had been intended to leave copies of the questionnaire at the sample projects so that residents unable to attend the group meeting could contribute to the process. Unfortunately, circumstances beyond the control of the Secretariat prevented this, and mail-in responses were abandoned.

Residents of each project in the sample were invited to group meetings in or near their projects. Invitations were in the form of handbills and posters. Examples are to be found in Appendix C. Group meetings were divided into two parts, an initial discussion period separated from the administration of the questionnaire by a refreshment break.

#### ASSISTANCE RECEIVED FROM THE OHC

The Ontario Housing Corporation made initial contact with the Boards of the Local Authorities, contacted local board management and provided the Secretariat with a list of contacts which included the Local Authority managers, project managers and community relations workers. The OHC was responsible for protocol and assisted by directly dealing with some Local Authorities.

#### REPRESENTATIVENESS OF THE SAMPLE

The sample was drawn to be more sensitive to mixing issues than to be representative of the household types in the tenant universe. Consequently, the number of respondents did not parallel the distribution of households in the



universe. Table 1 shows the overall distribution of household types. Table 2 shows this distribution by project within the sample.

TABLE 1

Overall Representativeness by Household Type

	Percent Senior Citizens	Percent Single Parent Families	Percent Two Parent Families	Percent Others
Tenant Universe*	54%	25%	11%	8%
Sample Population	39%	31%	14%	16%
Respondent Population	65%	16%	14%	4%

\* Non-metro tenant universe only, OFIS data

Although the sample was not representative of the population as a whole, it is very sensitive to responses from senior citizens, the predominant respondents, even in mixed projects. Thus, the responses to this poll should indicate the opinions of tenants, especially senior citizen tenants. Responses to all questions will be presented in terms of household type to maintain this sensitivity.

Household Type - Representativeness by Project

<u>Project</u>	<u>% SENIOR CITIZEN</u>		<u>% SINGLE PARENTS</u>		<u>% TWO PARENTS</u>		<u>% OTHERS</u>	
	<u>Project Popu-lation</u>	<u>Poll Respon-dents</u>	<u>Project Popu-lation</u>	<u>Poll Respon-dents</u>	<u>Project Popu-lation</u>	<u>Poll Respon-dents</u>	<u>Project Popu-lation</u>	<u>Poll Respon-dents</u>
A	34%	72%	40%	23%	9%	5%	17%	2%
B	28%	54%	18%	13%	14%	4%	39%	29%
C	100%	97%	-	-	-	-	-	3%
D	-	-	78%	60%	20%	40%	1%	-
E	18%	53%	63%	20%	15%	27%	3%	-
F	66%	58%	12%	11%	22%	30%	-	2%
Total	39%	65%	31%	16%	14%	14%	16%	4%

TENANT RESPONSIVENESS

Group meetings do not usually attract large numbers of respondents. Table 3 shows tenant responsiveness by project. The two projects having the lowest turnout require some explanation. Project B accommodates a very satisfied tenant body. Although they may appear apathetic, they simply exhibited little motivation to discuss non-existent problems. The meeting at Project D coincided with a tornado, torrential rains and severe hail. To add to the problem, Project D residents had to cross a wide field to attend the meeting.

In all, however, the overall average of 18.5% response rate should be considered "good" for a poll conducted in this manner. It is a matter of conjecture to estimate how many more tenants may have participated if the mail-in questionnaires which were planned, had been implemented. It is doubtful that this method would have increased the response rate by as much as 5%.

TABLE 3

Respondent Responsiveness by Project

<u>Project</u>	<u>Type</u>	<u>Total # units</u>	<u>Total Responses</u>	<u>Responses as % of units</u>
A	Mixed	302	65	21.5%
B	Mixed	314	24	7.6%
C	Senior	88	32	36.4%
D	Family	108	10	9.3%
E	Mixed	91	15	16.5%
F	Mixed	201	57	28.4
Total		1,104	204	18.5%

TENANT RESPONSES: DISCUSSION PERIOD

This section extends to a diversity of concerns. The difference in these concerns stems from differing management styles and the issues facing project managers and local authorities.



Project A

Project A is one of the more difficult to manage in the Housing Authority portfolio. Its reputation and the behavioural problems of some tenants is the cause of concern by many family and senior citizen tenants. The major concern of both tenant groups and management is security. Senior citizens see the cause of their security concerns as unsupervised children, resident or visiting. Family tenants agree with this assessment, but add that parents of unsupervised children are often problem causers themselves.

There is a problem regarding policing, both by the municipal police force and the security service. Tenants felt that the municipal police were not providing adequate service to Project A. The Authority examined the Community Guardian alternative, but were informed their problems were so marginal they did not require such services. One answer that might be investigated is the approach taken in Projects C and D, which will be dealt with below.

Senior citizen tenants form a minority at Project A and see themselves and their way of life as visibly different. To families, seniors are not seen as the grumbling elderly; but the majority of families and seniors are obviously being abused by a small

number of family tenants who are unwilling or unable to effectively supervise their children or are insensitive of the effects of their activities and lack of child supervision upon the remaining tenants.

#### Project B

Tenants of Project B were generally quite satisfied. They saw little problem with children. When probed, they stated that most children in the project were adequately supervised, but agreed that unsupervised children could cause problems. The senior citizens liked the mixed nature of the project, for they felt they could withdraw to their homes when they wanted privacy or could become spectators of the many child or younger adult activities going on, in or nearby the project.

There were only two points of dissatisfaction voiced by tenants; poor lighting of the walkways and poor ventilation in the washing area. In sum, a very satisfied tenant group.

#### Project C

This exclusive senior citizens apartment is attractively located among private rental developments occupied by families and seniors alike. The residents here did not react positively to the mixed concept. They saw their highly developed social structure

threatened by the mixed tenant concept. They feared that children, especially unsupervised children, might interfere with their organized activities and their private activities. They regarded the introduction of single parents with one child into their project as the introduction of social values which were vastly different from those held by the majority of senior citizen residents. The group was more accepting of single adults or couples without children, if a new tenant group were to be introduced.

There were no concerns over security barring the occasional practice of leaving the locked side door open. There was great satisfaction with the security tenant concept explained below.

#### Project D

In this family project, tenant concerns over mixing centered on the acceptability of families to senior citizens. The family tenants clearly saw unsupervised children as being a greater problem for seniors than for themselves. As for having senior citizens within their project (in suitable accommodation), they seemed cautious; not for themselves, but instead for the senior citizens.

The Project D and neighbouring public housing project were once among the least desirable projects in this



city. Today, they are among the most desired by applicants and tenants being transferred. This change has occurred for two main reasons: one is the role played by tenant associations; and the other is the receptiveness of management to these associations and their responsibilities.

The only current security problem noted during the discussion stemmed from tenant children climbing over a tall chain link fence into a private rental project to swim in the pool late in the evenings. Past problems were noted, but considered resolved by both tenants and management.

Each project in this city has a tenant association which is charged with responsibility for project security and grounds clean-up. Within each project one or more tenants are provided with accommodation in exchange for security duty. A tenant is thereby placed in the forefront when dealing with problems in the project. The security tenant acts as agent of the authority and agent of the tenant association in these matters. thus, in those few cases of eviction for anti-social behaviour, the plaintive is faced by the combined forces of the local authority, the security tenant and the tenant association of the project in question. This redefinition of the "we's and they's" should provide food for thought for other authorities.

Project E

This small mixed project is surrounded by several other public housing projects in the city's east end. Residents in attendance were very concerned about their personal security. Much of the discussion period was taken up relating past experiences with teenagers breaking into family and senior citizen units, intimidating tenants and vandalizing the neighbourhood.

Those in attendance were the more responsible tenants. They were angry with the Housing Authority for not controlling the rowdy tenant group. They were also upset by the number of children who roamed the project at all hours of the night. The Authority noted that tenants were unwilling to testify against rowdy tenants in court, thus evictions for anti-social behaviour were nearly impossible.

Tenants in attendance related past complaints they had raised of harassment, intimidation and vandalism by teenagers, but they wanted some type of protection before being willing to initiate further complaints to authorities.

Local police were described as ineffective, to the point where local teenagers saw being chased by the police as good sport. There was a lack of tenant cohesion, which would form the basis of a tenant association, although there was an indication that

some tenants were considering vigilante action.

### Project F

This development comprises three neighbouring projects, a senior citizen apartment, a twenty unit senior citizen row complex and a family row complex. Seniors at the group meeting were alarmed by the prospect of families being mixed in their projects. They foresaw their social patterns being disrupted and were concerned about other impacts children might make on their lives.

There was confusion about the sale of public housing in Metro and the formation of a Local Housing Authority. They appeared to be misinformed about these issues and cited the media as their source of information.

Some complained about not being instructed on how to use the intercom system. A similar problem was raised at Project C. In both cases management noted that instructions given appeared to be forgotten over time, thus intercoms were misused and became a security problem. Clearer written instructions on the intercom units may alleviate the problem.

Seniors also complained about the noise made by teenagers in the adjoining family project. Noise emanating from the nearby shopping plaza and traffic on the major arterial road were also mentioned.

The families attending the group meeting were upset by the dominance of senior citizen concerns. They favoured the idea of mixing families and senior citizens. Their concerns focused on the lack of facilities and creative outlets available for teenagers. Discussion centered on the loss of an area previously used for playing basketball.

CONCLUSIONS: GROUP MEETING

The division was not, as might have been expected, between the exclusive and mixed projects, but there is an important dividing line within mixed projects. The residents of Project B were satisfied with their mix because senior citizen residents were accommodated in a separate building, and formed the majority of tenants. These seniors saw their building as a sub-project and saw management dealing with their requirements separately.

Where seniors were not the majority, Project A, for example, they viewed themselves as being a minority group compelled to express their needs to management in an adversarial climate with family residents.

Security is an important concern, which was addressed in varying ways. The Housing Authority which manages Project B expands large sums of money engaging the services of a private security service. This achieves the desired result, but has one drawback. Once tenants become acquainted with the security staff, the with-



drawal of services becomes almost impossible even when security problems have been overcome.

The group meeting acquired tenant opinions in an open format. The questionnaire offered more privacy for the expression of personal opinions. Examination of responses to the questionnaire will indicate where opinions expressed privately may differ from those gathered during the group meetings.

#### TENANT RESPONSES: POLL QUESTIONNAIRE

Responses from tenants are presented by question and household type, to be sensitive to the different opinions of senior citizen, single and two parent family and disabled tenants.

Not all questions are analyzed because some are less relevant to the question of mixing family and senior citizen tenants. Some were of strategic importance, to elicit a better response rate for more important questions (dilemma questions for example). Others were used as fillers. These were included to enable the respondent to miss the last page or two of the questionnaire without affecting responses to more important questions.

The analysis of questions has three perspectives. The first is the mix of respondents. The second is the question of mixing and tenant reaction to the concept. The last is the responses received regarding concerns raised during the group meetings. All results are

analyzed showing the question or topic, the proportions of senior citizens, single and two parent families, disabled residents and the proportion of those who did not respond. In all cases, cross tabulations of the responses to each question are included in Appendix D.

TENANT RESPONSES: MIX OF RESPONDENTS

As stated above, some 65% of respondents were senior citizens: 16% were single parent families, 14% were two parent families, 3% were disabled, 1% failed to indicate of which group they were members. The disabled group includes both senior citizens and younger, single individuals and couples. Respondents chose in which category they wished to be grouped.

Regarding previous residence in public housing, some 85% of respondents indicated they were first time residents. This included 88% of senior citizens; 84% of single parents, 72% of two parents; 85% of the disabled. Only 3% of respondents failed to answer this question.

Some 7% of respondents failed to indicate their prime source of income while about 74% of seniors received retirement pensions; 54% of single parents were social assistance recipients; nearly 59% of two parent

families were employed; all of the disabled received disability pensions.

About 28% of respondents failed to indicate which income group they were in. Some 30% of seniors were in the \$2,500 to \$4,999 range; over 33% of single person families were in the same range; two parent families were clustered into two groups of 17% each in the \$7,500 to \$9,999 and \$15,000 to \$19,999 ranges. About 42% of the disabled were in the same income group as seniors and single parents.

In sum, the majority of respondents were first time public housing tenants. They had differing income sources and exhibited a wider distribution of income ranges than might have been expected. Given the relative mix of respondents, how receptive were they to the mixing of families and senior citizens?

TENANT RESPONSES: MIXING FAMILY AND SENIOR CITIZEN  
TENANTS

The response of tenants to this concept has been evaluated in direct and indirect terms. As will be seen, some correlation between both methods exists.

When asked which types of neighbours would be preferred if families were to be mixed, 25% chose two parent families; 50% chose senior citizens; only 5% chose

single parents. Some 18% of respondents failed to answer this question. In detail: some 65% of seniors preferred senior citizen neighbours; single parent families were split with 33% preferring two parent families and 27% preferring senior citizens; over 65% of two parent families preferred two parent families and the disabled were split with 28% each for two parent families and senior citizens. Single parent families were the least desired by all groups.

Responding to how a mix should be structured, over 60% favoured separate buildings. This included over 64% of seniors; 51% of single parent families; and 65% of two parent families. The disabled on the other hand, preferred to be mixed on the same floors as others.

Questions on the qualitative aspects of mixing were asked. These were intended to indirectly address the question. When asked about racial preferences, over 39% of senior citizens preferred living with neighbours of their same race; 39% of single parent families made the same choice; over 41% of two parent families preferred mixed races as did over 42% of the disabled respondents. Some 33% of respondents failed to answer this question or didn't have a preference.

Some 16% of respondents failed to indicate their preference regarding religious backgrounds of neighbours.



Over 68% of seniors; 88% of single parents; 86% of two parents; and 85% of the disabled indicated their neighbours' religious background would not matter to them.

When asked whether it was better for neighbours to have similar or different incomes, some 65% of respondents indicated this did not matter to them. This included 62% of seniors; 75% of single parents; 72% of two parents; and 57% of the disabled. Some 21% failed to respond.

A preference for neighbours who are within the labour force and not on social assistance is indicated in the responses to two questions. The first question asked which proportion of neighbours would be employed in their preferred neighbourhood. Some 38% failed to respond or had no opinion. The largest groups responding all preferred most neighbours to be employed; 30% for seniors; 48% for single parents; 68% for two parents; and 28% of the disabled.

When asked their preferred proportion of neighbours on social assistance, some 45% had no opinion or failed to answer. Of those that responded, the largest groups all preferred no neighbours receiving social assistance, 18% for seniors and 27% for single parents; 31% for two parents; and 28% for the disabled.

Responding to whether there was a preference for neighbours with children, some 66% of senior citizens preferred neighbours without children; 66% of single parents preferred some neighbours with children; two parents were split, 48% preferred all neighbours and 44% preferred some neighbours to have children; the disabled were split evenly into all three categories. Some 12% of respondents failed to answer this question.

It appears there are some who would appreciate living in a mixed setting there are others who would tolerate this, but the majority of senior citizens prefer to live in exclusive accommodation. This finding corresponds with findings from other studies. Where further work has been conducted, findings show that senior citizens have registered their fears of the unknown, rather than expressing their true ability to adapt to a changed or mixed environment.

What has been expressed is reluctance to accept change. In terms of being adaptable, senior citizens are the least adaptable group among the tenants presently housed. The disabled on the other hand are very adaptable indeed. Regarding concerns raised by senior citizens over unsupervised children, both family and senior citizens in attendance at the group meetings agreed that the majority of these children came from single parent families. Thus, the mixing of senior citizens and single parent

families would represent the combination of the two most different groups.

The sensitivity of senior citizens to differences in norms and values from single parent families is of importance. Should single parent families be housed with senior citizens, it would be advisable for single parents to be employed, and to have been employed steadily for some time. Of importance here is the attitudes held by both groups and the interplay of such attitudes. Should this not be considered, the single parent may be ostracised by the seniors, and compelled to form relationships with other single parents only. This would not be conducive to the development of a good neighbourhood.

As for single parents, it is important to note that of all preferred types of neighbours, they were least preferred by all groups, including single parents. Single parents are known to form concentric patterns of relationships. When they first move in, they may befriend their most immediate single parent neighbours with similarly aged children. The initial relationship is often one of psychological support, bringing out many of the intimate details of the past. Over time, the need for psychological support diminishes and the need for other types of relationships increases. As this occurs, old relationships are deliberately toned

down, and new relationships are formed with other neighbours. Quite often some of these are single parents as well, but if the only available neighbours are single parents, a new sub-culture may develop.

Where senior citizens are joined by employed single parents, single parents should be limited to under 15% of the total tenant population. Furthermore, they should be scattered throughout the project so as to avoid concentration. Where possible, an attempt to place single parents with children of similar ages in one project would assist in the formation of play relationships, parent relationships, and both parent and child relationships with senior citizen tenants.

What is being pointed to here is the necessity of demonstrating to the senior citizen group that the single parent tenants who have joined them are actively involved in making a contribution to their families and by working, to the society as a whole. This is the norm accepted by most senior citizens and if the mixing attempt fails to consider this, the attempt itself may be prone to failure.

This recipe for mixing is valid for the intermediate future. As time passes it will be possible to introduce single parents receiving social assistance to the senior citizen tenant group.



RESPONSES REGARDING TENANT CONCERNS

This section deals with concerns raised at the group meetings and by tenant associations or the media in the recent past. One of the major areas of concern to tenants and management is security. Security can be viewed both directly and indirectly because of the complexity of the concept. It is also advisable to utilize both perspectives because of the nature of questionnaire administration.

Regarding the latter, security has been seen to depend in part on the resident's perception of home.

Sarkissian for example has used mapping techniques to define this concept. In the poll, tenants were asked to indicate the point at which they felt they had arrived home. Half of all respondents indicated that they arrived home at their doorway to their unit.

This included, 47% of seniors; 54% of single parent families, 51% of two parent families and 71% of the disabled. Less than 1% failed to answer this question.

Home being such a small area indicates there are obstacles within the tenant groups that inhibit their developing a broader concept of neighbourhood. Some 19% of respondents felt they arrived home at the entrance to their building or project and only 10%

felt that home extended into the area surrounding their building or project. In part, this obstacle may be due to the knowledge that occupancy is due to continued eligibility, thus, the high rating among the disabled. This analysis seems to falter somewhat with senior citizen tenants.

From a more direct approach, some 58% tenants responded that they did not feel safe walking alone at night around their projects. Those with the greatest fears in this regard were the seniors and single parents. Two parent families felt more secure while the disabled were by far the most secure group.

When asked if they were aware of vandalism perpetrated by children, 48% of respondents acknowledged their awareness, while just under 30% indicated no knowledge. Uniquely, the group most aware of the children's vandalism were single parent families, nearly 85% of them. The group most unaware were the disabled. Some 22% failed to respond to this question.

An immediate conclusion regarding the lower awareness of vandalism and security by the disabled might be their lack of mobility. On the other hand, none of the residents who attended these meetings were so

handicapped as to fall into this category.

Another area of tenant concern was the rules and regulations tenants must abide by and management must enforce. The usual image presented by the media, by some tenant associations and by tenants who are having difficulties with management, is that the rules are unfair, arbitrary, and discriminatory in both written terms and in application.

Given these charges, it might be expected that tenants would prefer living in less regulated accommodation. Some 88% of respondents indicated they preferred to remain in public housing with existing regulations rather than reside elsewhere without rules and regulations. This included 85% of seniors; 94% of single parents; 100% of two parent families and nearly 86% of the disabled. Only 2% preferred to live elsewhere without rules, while some 9% failed to indicate their preference.

Some 67% of respondents indicated that the existing rules were fair. This included 67% of seniors; nearly 64% of single parents; 76% of two parent families; 71% of the disabled. Only 13% indicated they were unfair. There were some 10% who failed to respond to this question.

When asked about their opinion regarding the way management enforced the rules and regulations within their projects, 36% of respondents stated they were satisfied. This included 32% of seniors, 30% of single parent families, 55% of two parent families and 71% of the disabled. Some 38% of the respondents failed to answer this question. In part this high non-response rate must be blamed upon the positioning of this question at the end of the questionnaire.

The role of the manager in making the project a pleasant place to live was seen by some 81% of respondents as being important or very important. This included 18% of senior citizens, 87% of single parent families and 88% of two parent families and 85% of the disabled. About 22% of respondents failed to answer this question.

From a different perspective, tenants were questioned about their overall satisfaction with living in public housing. Some 77% of respondents were either satisfied or very satisfied while only 12% were dissatisfied or very dissatisfied. The former group included 84% of senior citizens, 50% of single parents, 72% of two parents and 85% of the disabled. Only 9% of respondents failed to answer this question or had no opinion.

Respondents were asked their understanding of the satisfaction of their families living elsewhere regarding their living in public housing. About 63% of respondents



indicated their families were either satisfied or very satisfied with their being in public housing. This included 66% of senior citizens, 54% of single parent families, 62% of two parent families and 70% of the disabled. Some 12% stated their families were either dissatisfied or very dissatisfied while 12% had no opinion and 8% failed to answer the question.

#### CONCLUSIONS: POLL RESULTS

There appear to be some differences between the poll results. With nearly 60% of the respondents indicating concern over their security when walking alone at night, it is contradictory to find that 78% of respondents were generally satisfied with living in public housing.

One explanation might be that security concerns relate to the broader neighbourhood, while satisfaction is focused on their units and projects. On the other hand, the respondents may be overemphasizing their satisfaction level, either to indicate their appreciation for being subsidized or to balance off other more cutting responses, security for example.

Unfortunately, a poll cannot readily identify the true from the false components in response patterns without more detailed questions or a time-series of responses on which to base judgments. Should these issues be seen as important, the best route would entail the

individual interview method which would include open-ended questions on such matters.

In general, it appears that the respondent group was quite satisfied with living in public housing. There were definite concerns over security, but the local authorities may only have a part to play in this matter. Remedies to the security problem will involve the co-operation of management, tenants and local police forces.

The number of times tenants stated they faced substandard service from their local police forces invites attention. This poll did not interview local police authorities or examine the legalities of crown and privately owned property. Without the ability to maintain effective policing, as appears to be done in the private sector, public housing will become a refuge for society's outcasts. This area invites further investigation.

Regarding concerns over the rules and regulations, these appear to be greatly over-exaggerated given the responses to this poll. The same could be said about the fairness of the ways such rules are being administered. There are points to be noted here; none of the communities polled have the racial problems faced in Metro. Furthermore, there is a diversity in the level of tenant organization in the communities polled. In the Project D area, the project level organization appears to be predominant even though a larger umbrella group exists.

In the Project B area, it is the umbrella group which is predominant. In the Project A area, on the other hand, no organizations exist.

Given the diversity in tenant organization but the relative similarity in responses to questions regarding rules, fairness and the role tenant organizations might play, there is a hiatus between the feelings of tenants and the headline stories which are critical along these lines.

#### APPENDICES

The four appendices which follow have been included in this report to enable readers to examine individual questions in detail, something which was seen to be beyond the scope of the written report. It is hoped that this information will be useful to those seeking greater detail, or more specific answers to the many questions posed in the questionnaire.

The numbers of the questions in Appendix "D" do not match those in the questionnaire because the survey instrument could not present questions in the order in which they would be analyzed.

APPENDIX A

The Questionnaire and Its Development

The questionnaire was developed by first noting those issues which were seen to be important to the public housing tenant group. These issue areas were discussed with professionals in the field, such as Dr. Blossom Wigdor of the Program in Gerontology at the University of Toronto.

Questionnaires were then acquired from the more recent and better evaluations of tenant mixing conducted in Britain (Bourneville), the USA (Brookline, MHFA, and Easter Hill Village), and Canada (False Creek, Edgeley Village, St. Lawrence, and a proposed study of tenant satisfaction in public housing units in London). In addition, questionnaires specifically dealing with senior citizens housing satisfaction were also collected (works by Gloria Guttman in Vancouver).

Relevant questions were drawn from these questionnaires and reviewed by professionals in the field, such as Dr. Albert Rose of the School of Social Work, University of Toronto, and the Secretariat. During the editing process, questions were strategically arranged to increase responses to sensitive questions.





PUBLIC HOUSING TENANT  
OPINION POLL

CONDUCTED BY THE  
POLICY AND PROGRAM DEVELOPMENT SECRETARIAT

MINISTRY OF HOUSING

FOR THE

ONTARIO HOUSING CORPORATION

JULY - AUGUST 1980

FRANÇAIS AU VERSO

47. ÊTES-VOUS SATISFAIT(E) DE LA GESTION  
DE L'ENSEMBLE DOMICILIAIRE, QUANT ;

	<u>QUI</u>	<u>NON</u>
- AUX RÉPARATIONS GÉNÉRALES À L'INTÉRIEUR ...	<input type="checkbox"/>	<input type="checkbox"/>
- À L'ENTRETIEN DE L'INTÉRIEUR ...	<input type="checkbox"/>	<input type="checkbox"/>
- À L'ENTRETIEN DE L'EXTÉRIEUR ...	<input type="checkbox"/>	<input type="checkbox"/>
- À LA PERCEPTION DES LOYERS ...	<input type="checkbox"/>	<input type="checkbox"/>
- AUX MESURES PRISES CONTRE LES LOCATAIRES QUI DÉSŒBEISSENT AUX RÈGLEMENTS ...	<input type="checkbox"/>	<input type="checkbox"/>
- À L'OBSERVATION DES RÈGLEMENTS ...	<input type="checkbox"/>	<input type="checkbox"/>

PUBLIC HOUSING TENANT OPINION POLL

PROJECT NO: EB 0 \_\_\_\_\_ C \_\_\_\_\_  
DATE QUESTIONNAIRE COMPLETED: 80 \_\_\_\_\_  
Y M D

PROJECT NAME: \_\_\_\_\_  
PROJECT ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

1. HOUSEHOLD TYPE:

Check One

- SENIOR CITIZEN ... ☐
- SINGLE PARENT FAMILY ... ☐
- TWO PARENT FAMILY ... ☐

1 2 3

2. AGE AND SEX OF HOUSEHOLD MEMBERS:

One for Each Member

	<u>YEAR BORN</u>	<u>SEX</u>
HEAD ...	_____	_____
SPOUSE/PARTNER ...	_____	_____
ELDEST CHILD ...	_____	_____
2ND ELDEST ...	_____	_____
3RD ELDEST ...	_____	_____
4TH ELDEST ...	_____	_____
5TH ELDEST ...	_____	_____
OTHER ...	_____	_____

Cochez une case

45. PRÉFÉREZ-VOUS DEMEURER DANS:

- VOTRE LOGEMENT ACTUEL AVEC LES RÉGLEMENTS ACTUELLEMENT EN VIGUEUR ...
- UN QUARTIER SANS RÉGLEMENT ...

<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>

Cochez une case par ligne  
QUI NON NE SAIS PAS

46. PENSEZ-VOUS QUE LES ASSOCIATIONS DE LOCATAIRES AIDENT À AMÉLIORER:

- LES INSTALLATIONS RÉCREATIVES ...
- L'ENTRETIEN DES IMMEUBLES ...
- LES MÉTHODES DE PERCEPTION DU LOYER...
- LES RAPPORTS ENTRE LOCATAIRES ET GÉRANT..
- LES SOLUTIONS APPORTÉES AUX PROBLÈMES DE LOCATAIRE ...

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



3. HOW MANY YEARS HAVE YOU LIVED IN THIS COMMUNITY?

\_\_\_\_ YEARS

4. HOW MANY YEARS HAVE YOU LIVED IN YOUR PRESENT HOME?

\_\_\_\_ YEARS

5. HOW MUCH RENT DO YOU PAY?

\$ \_\_\_\_\_

6. HAVE YOU LIVED IN PUBLIC HOUSING BEFORE?

Check One

YES ☐  
NO ☐

1 2

7. HOW MANY YEARS HAVE YOU LIVED IN PUBLIC HOUSING?

\_\_\_\_ YEARS

8. DO YOU THINK THIS IS AN ATTRACTIVE  
NEIGHBOURHOOD?

Check One

YES ... ☐  
NO ... ☐  
IT'S AVERAGE ... ☐  
NO OPINION ... ☐

1 2 3 4

42. AFIN DE MIEUX ANALYSER LES RÉPONSES,  
NOUS AIMERIONS SAVOIR À QUELLE  
TRANCHE DE REVENUS APPARTIENT  
VOTRE FAMILLE?

VEUILLEZ TENIR COMPTE DE TOUTES  
VOS SOURCES DE REVENUS

Cochez une case

EN DOLLARS PAR AN

1 - 2,499 ...	<input type="checkbox"/>	01
2,500 - 4,999 ...	<input type="checkbox"/>	02
5,000 - 7,499 ...	<input type="checkbox"/>	03
7,500 - 9,999 ...	<input type="checkbox"/>	04
10,000 - 12,499 ...	<input type="checkbox"/>	05
12,500 - 14,999 ...	<input type="checkbox"/>	06
15,000 - 19,999 ...	<input type="checkbox"/>	07
20,000 - 24,999 ...	<input type="checkbox"/>	10
25,000 - 29,999 ...	<input type="checkbox"/>	11
30,000 - ET PLUS	<input type="checkbox"/>	12

43. VOTRE GÉRANT A-T-IL UN RÔLE IMPORTANT  
À JOUER POUR RENDRE VOTRE LIEU D'HABITATION  
AGREABLE?

Cochez une case

- TRÈS IMPORTANT ...	<input type="checkbox"/>	1
- IMPORTANT ...	<input type="checkbox"/>	2
- PEU IMPORTANT ...	<input type="checkbox"/>	3
- SANS IMPORTANCE ...	<input type="checkbox"/>	4

44. ESTIMEZ-VOUS QUE LES RÈGLES ET RÉGLEMENTS  
DE L'ENSEMBLE DOMICILIAIRE SONT EN  
GÉNÉRAL JUSTES?

Cochez une case

- OUI ...	<input type="checkbox"/>	1
- NON ...	<input type="checkbox"/>	2
- NE SAIS PAS ...	<input type="checkbox"/>	3

9. PLEASE INDICATE YOUR PRIME SOURCE  
OF FAMILY INCOME

Check One

- EMPLOYMENT ...
- SOCIAL ASSISTANCE ...
- RETIREMENT PENSION ...
- DISABILITY PENSION ...
- OTHER ...

☐ ☐ ☐ ☐ ☐

1 2 3 4 5

10. COMPARED TO MOST PEOPLE YOUR AGE  
YOUR HEALTH IS:

Check One

- EXCELLENT ...
- GOOD ...
- POOR ...
- VERY POOR ...
- AVERAGE ...

☐ ☐ ☐ ☐ ☐

1 2 3 4 5

11. HAVE YOU EXPERIENCED LANGUAGE  
DIFFICULTIES WHEN DEALING WITH:

- PROJECT MANAGEMENT ...
- YOUR NEIGHBOURS ...

Check One On Each Line

YES ☐ YES ☐

NO ☐ NO ☐

1 1

2 2

Cochez une case par ligne

37. AU SUJET DES ENFANTS DE VOTRE ENSEMBLE DOMICILIAIRE:

- Y A-T-IL DES TERRAINS DE JEUX POUR LES ENFANTS D'ÂGE				
-PRÉSCOLAIRE POUR ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-LES ADOLESCENTS ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- EST-CE UN ENDROIT IDÉAL POUR ÉLEVER DES ENFANTS ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- EST-CE QUE LE BRUIT, DES ENFANTS VOUS DÉRANGE DANS VOTRE LOGEMENT...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cochez une case

OUI	<input type="checkbox"/>
NON	<input type="checkbox"/>

38. DANS LA PLUPART DES QUARTIERS, LES ENFANTS ENDOMMAGENT LES PROPRIÉTÉS, CREUSENT DES TROUS, CASSENT DES VITRES, ETC. EXISTE-T-IL DES PROBLÈMES DE CE GENRE DANS VOTRE ENSEMBLE DOMICILIAIRE?

Cochez une case

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

39. SI LES PERSONNES ÂGÉES ET LES FAMILLES DEVAIENT COHABITER, PRÉFÉRERIEZ-VOUS:

- DES IMMEUBLES SÉPARÉS	<input type="checkbox"/>
- DES ÉTAGES SÉPARÉS	<input type="checkbox"/>
- DES ÉTAGES MIXTES	<input type="checkbox"/>

16. WHAT DO MEMBERS OF YOUR FAMILY WHO  
LIVE ELSEWHERE THINK OF YOUR LIVING  
IN PUBLIC HOUSING?

Check One

- VERY SATISFIED ... ☐
- SATISFIED ... ☐
- DISSATISFIED ... ☐
- VERY DISSATISFIED ... ☐
- NO OPINION ... ☐
- NO FAMILY ELSEWHERE ... ☐

1  
2  
3  
4  
5

17. WOULD YOU PREFER A NEIGHBOURHOOD  
WHERE:

Check One

- MOST FAMILIES WERE EMPLOYED .. ☐
- 60% WERE EMPLOYED ... ☐
- HALF WERE EMPLOYED ... ☐
- 40% WERE EMPLOYED ... ☐
- NONE WERE EMPLOYED ... ☐

1  
2  
3  
4  
5

18. WOULD YOU PREFER:

Check One

- A GOOD NEIGHBOURHOOD  
FAR FROM SHOPS, ETC., ... ☐
- A POOR NEIGHBOURHOOD  
NEARBY SHOPS, ETC., ... ☐
- NO PREFERENCE ... ☐

1  
2  
3



33. DANS LES CINQ OU SIX LOGEMENTS LES PLUS PRÈS DE CHEZ VOUS, PRÉFÉRERIEZ-VOUS QUE LES LOCATAIRES:

	Cochez une case
AIENT TOUS DES ENFANTS ...	<input type="checkbox"/>
N'AIENT PAS TOUS DES ENFANTS ...	<input type="checkbox"/>
N'AIENT PAS D'ENFANTS ...	<input type="checkbox"/>

1  
2  
3

34. PARMI LES CINQ OU SIX VOISINS LES PLUS PRÈS DE CHEZ VOUS, COMBIEN EN CONNAISSEZ-VOUS PAR LEUR NOM?

	Cochez une case
LA PLUPART ...	<input type="checkbox"/>
QUELQUES-UNS ...	<input type="checkbox"/>
PEU ...	<input type="checkbox"/>
AUCUN ...	<input type="checkbox"/>
LA MOITIÉ ...	<input type="checkbox"/>
NE SAIS PAS ...	<input type="checkbox"/>

1  
2  
3  
4  
5  
6

35. EST-IL PRÉFÉRABLE QUE LES CINQ OU SIX VOISINS LES PLUS PRÈS DE CHEZ VOUS AIENT

	Cochez une case
- UN REVENU SIMILAIRE AU VÔTRE ...	<input type="checkbox"/>
- DES REVENUS DIFFÉRENTS ...	<input type="checkbox"/>
- IMPORTE PEU ...	<input type="checkbox"/>
- NE SAIS PAS ...	<input type="checkbox"/>

1  
2  
3  
4

36. AVEZ-VOUS DES RELATIONS AVEC LES RÉSIDENTS OU LES VOISINS DONT LE REVENU, LE TYPE DE FAMILLE OU LE MODE DE VIE DIFFÈRENT DU VÔTRE?

	Cochez une case
BEAUCOUP ...	<input type="checkbox"/>
UN PEU ...	<input type="checkbox"/>
TRÈS PEU ...	<input type="checkbox"/>
PAS DU TOUT ...	<input type="checkbox"/>
NE SAIS PAS ...	<input type="checkbox"/>

1  
2  
3  
4  
5

19. WHAT DO YOU THINK MOST PEOPLE WOULD SAY ABOUT THIS NEIGHBOURHOOD?

Check One

- LOOKS VERY NICE ... ☐
- LOOKS FAIRLY NICE ... ☐
- LOOKS FAIRLY BAD ... ☐
- LOOKS VERY BAD ... ☐
- LOOKS ABOUT AVERAGE ... ☐

1  
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4  
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20. DO YOU THINK YOU DO THINGS DIFFERENTLY FROM BEFORE BECAUSE YOU WERE AFFECTED BY WHAT YOUR NEIGHBOURS HAVE SAID AND DONE?

Check One

- YES ... ☐
- NO ... ☐
- DON'T KNOW ... ☐

1  
2  
3

21. AT WHAT POINT DO YOU FEEL THAT YOU HAVE ARRIVED "HOME"?

Check One

- AT YOUR FRONT DOOR ... ☐
- AT YOUR BUILDING ENTRANCE ... ☐
- IN THE STREETS AROUND YOUR BUILDING ... ☐
- WHEN YOU FIRST SEE YOUR BUILDING ... ☐
- IN THE AREA SURROUNDING YOUR BUILDING ... ☐

1  
2  
3  
4  
5

29. IL EST PRÉFÉRABLE QUE LES CINQ OU SIX VOISINS LES PLUS PRÈS DE CHEZ VOUS SOIENT DES FAMILLES:

Cochez une case

- DU MÊME TYPE ... ☐ 1
- DE TYPES DIFFÉRENTS ... ☐ 2
- IMPORTE PEU ... ☐ 3
- NE SAIS PAS ... ☐ 8

30. COMBIEN DE PERSONNES DANS VOTRE QUARTIER ONT LE MÊME POUVOIR D'ACHAT QUE VOUS?

Cochez une case

- LA PLUPART ... ☐ 1
- QUELQUES-UNES ... ☐ 2
- PEU ... ☐ 3
- AUCUNE ... ☐ 4
- LA MOITIÉ ... ☐ 5
- NE SAIS PAS ... ☐ 8

31. FRÉQUENTEZ-VOUS LES NOUVEAUX AMIS DONT VOUS AVEZ FAIT LA CONNAISSANCE DANS VOTRE QUARTIER?

Cochez une case

- OUI ... ☐ 1
- NON ... ☐ 2

32. QUEL TYPE DE QUARTIER PRÉFÉRERIEZ-VOUS?

Cochez une case

- PERSONNES ÂGÉES EXCLUSIVEMENT ... ☐ 1
- FAMILLES EXCLUSIVEMENT ... ☐ 2
- MOITIÉ PERSONNES ÂGÉES, MOITIÉ FAMILLES ... ☐ 5
- 2/3 PERSONNES ÂGÉES ... ☐ 4
- 2/3 FAMILLES ... ☐ 5

22. HOW WELL DO YOU GET ALONG WITH THE  
PEOPLE IN YOUR PROJECT?

Check One

- VERY WELL ... ☐
- QUITE WELL ... ☐
- RATHER POORLY ... ☐
- VERY POORLY ... ☐
- NOT TOO WELL ... ☐

1 2 3 4 5

23. WOULD YOU RATHER LIVE IN A  
NEIGHBOURHOOD WITH PEOPLE OF:

Check One

- YOUR OWN RACE ... ☐
- MIXED RACES ... ☐
- DON'T KNOW ... ☐

1 2 3 4 5

24. WOULD YOU PREFER A NEIGHBOURHOOD  
WHERE:

Check One

- MOST FAMILIES RECEIVED SOCIAL  
ASSISTANCE ... ☐
- 60% RECEIVED SOCIAL ASSISTANCE ... ☐
- HALF RECEIVED SOCIAL ASSISTANCE ... ☐
- 40% RECEIVED SOCIAL ASSISTANCE ... ☐
- NONE RECEIVED SOCIAL ASSISTANCE ... ☐

1 2 3 4 5

25. AVEZ-VOUS L'IMPRESSION D'AVOIR CHANGÉ(E)  
DEPUIS VOTRE ARRIVÉE?

Cochez une case

- NON ... ☐
- OUI, POUR LE PIRE ... ☐
- OUI, POUR LE MIEUX ... ☐
- NE SAIS PAS ... ☐

1  
2  
3  
4

26. AVEZ-VOUS L'IMPRESSION QUE VOTRE QUARTIER  
A CHANGÉ DEPUIS VOTRE ARRIVÉE?

Cochez une case

- NON ... ☐
- OUI, POUR LE PIRE ... ☐
- OUI, POUR LE MIEUX ... ☐
- NE SAIS PAS ... ☐

1  
2  
3  
4

27. IL EST PRÉFÉRABLE QUE LES CROYANCES  
RELIGIEUSES DES CINQ OU SIX VOISINS  
LES PLUS PRÈS DE CHEZ VOUS SOIENT?

Cochez une case

- LES MÊMES ... ☐
- DIFFÉRENTES ... ☐
- IMPORTE PEU ... ☐
- NE SAIS PAS ... ☐

1  
2  
3  
4

28. CONNAISSEZ-VOUS BIEN LES PARENTS  
DES AMIS DE VOS ENFANTS?

Cochez une case

- TRÈS BIEN ... ☐
- ASSEZ BIEN ... ☐
- PAS TRÈS BIEN ... ☐
- TRÈS PEU ... ☐
- PAS DU TOUT ... ☐
- AUCUN ENFANT ... ☐

1  
2  
3  
4  
5  
6



25. DO YOU FEEL YOU HAVE CHANGED SINCE  
MOVING HERE?

Check One

- NO ... ☐  
YES, FOR THE WORSE ... ☐  
YES, FOR THE BETTER ... ☐  
DON'T KNOW ... ☐

1  
2  
3  
4

26. DO YOU FEEL THE NEIGHBOURHOOD HAS  
CHANGED SINCE YOU MOVED HERE?

Check One

- NO ... ☐  
YES, FOR THE WORSE ... ☐  
YES, FOR THE BETTER ... ☐  
DON'T KNOW ... ☐

1  
2  
3  
4

27. IS IT BETTER FOR NEIGHBOURS, SAY THE  
NEAREST FIVE OR SIX, TO BE OF THE  
SAME RELIGIOUS BACKGROUND?

Check One

- SAME BACKGROUNDS ... ☐  
DIFFERENT BACKGROUNDS ... ☐  
DOESN'T MATTER ... ☐  
DON'T KNOW ... ☐

1  
2  
3  
4

28. HOW WELL DO YOU KNOW THE PARENTS OF  
YOUR CHILDRENS' FRIENDS?

Check One

- VERY WELL ... ☐  
QUITE WELL ... ☐  
NOT WELL AT ALL ... ☐  
HARDLY AT ALL ... ☐  
NOT AT ALL ... ☐  
NO CHILDREN AT HOME ... ☐

1  
2  
3  
4  
5  
6

- 7 -

22. COMMENT VOUS ENTENDEZ-VOUS AVEC  
LES GENS DE L'ENSEMBLE DOMICILIAIRE?

Cochez une case

- TRÈS BIEN ...
- ASSEZ BIEN ...
- PLUTÔT MAL ...
- TRÈS MAL ...
- PLUS OU MOINS BIEN ...

☐ ☐ ☐ ☐ ☐

1  
2  
3  
4  
5

23. PRÉFÉRERIEZ-VOUS VIVRE DANS  
UN QUARTIER HABITÉ PAR DES GENS:

Cochez une case

- DE VOTRE RACE ...
- DE PLUSIEURS RACES ...
- NE SAIS PAS ...

☐ ☐ ☐

1  
2  
3

24. PRÉFÉRERIEZ-VOUS UN QUARTIER OÙ:

Cochez une case

- LA PLUPART DES FAMILLES  
REÇOIVENT DE L'ASSISTANCE  
SOCIALE ...
- 60% DES FAMILLES REÇOIVENT DE  
L'ASSISTANCE SOCIALE ...
- LA MOITIÉ DES FAMILLES  
REÇOIVENT DE L'ASSISTANCE  
SOCIALE ...
- 40% DES FAMILLES REÇOIVENT DE  
L'ASSISTANCE SOCIALE ...
- AUCUNE FAMILLE NE REÇOIT  
D'ASSISTANCE SOCIALE ...

☐ ☐ ☐ ☐ ☐

1  
2  
3  
4  
5

29. IS IT BETTER FOR NEIGHBOURS, SAY  
THE NEAREST FIVE OR SIX, TO BE OF:

Check One

- SIMILAR FAMILY TYPES ... ☐
- DIFFERENT FAMILY TYPES ... ☐
- DOESN'T MATTER ... ☐
- DON'T KNOW ... ☐

1  
2  
3  
4

30. ABOUT HOW MANY OF THE PEOPLE IN  
THIS NEIGHBOURHOOD HAVE ABOUT THE  
SAME SPENDING MONEY AS YOU DO?

Check One

- MOST ... ☐
- SOME ... ☐
- FEW ... ☐
- NONE ... ☐
- HALF ... ☐
- DON'T KNOW ... ☐

1  
2  
3  
4  
5  
6

31. DO YOU VISIT NEW FRIENDS YOU HAVE MADE  
SINCE MOVING TO THIS NEIGHBOURHOOD?

Check One

- YES ... ☐
- NO ... ☐

1  
2

32. WHICH TYPE OF NEIGHBOURHOOD WOULD YOU  
PREFER:

Check One

- ALL SENIOR CITIZENS ... ☐
- ALL FAMILIES ... ☐
- HALF SENIORS AND FAMILIES ... ☐
- TWO-THIRDS SENIORS ... ☐
- TWO-THIRDS FAMILIES ... ☐

1  
2  
3  
4  
5

19. A VOTRE AVIS, QUE DIRAIENT LA PLUPART DES GENS AU SUJET DE VOTRE QUARTIER?

Cochez une case

- TRÈS AGREABLE ... ☐
- AGREABLE ... ☐
- DESAGREABLE ... ☐
- TRÈS DESAGREABLE ... ☐
- ACCEPTABLE ... ☐

1  
2  
3  
4  
5

20. PENSEZ-VOUS AGIR DIFFÉREMMENT À CAUSE DES REMARQUES OU AGISSEMENTS DE VOS VOISINS?

Cochez une case

- OUI ... ☐
- NON ... ☐
- NE SAIS PAS ☐

1  
2  
3

21. OÙ COMMENCEZ-VOUS À VRAIMENT VOUS SENTIR "CHEZ VOUS"?

Cochez une case

- À LA PORTE D'ENTRÉE DE VOTRE LOGEMENT ... ☐
- À L'ENTRÉE DE L'IMMEUBLE ... ☐
- DANS LA RUE PRÈS DE L'ENSEMBLE DOMICILIAIRE ... ☐
- DÈS QUE VOUS APERCEVEZ VOTRE ENSEMBLE DOMICILIAIRE ... ☐
- DANS LA ZONE AUTOUR DE L'ENSEMBLE DOMICILIAIRE ... ☐

1  
2  
3  
4  
5

33.	IN THE FIVE OR SIX UNITS NEAREST YOU, WOULD YOU PREFER TO HAVE:	<div>Check One</div> <div>CHILDREN IN ALL ... CHILDREN IN SOME ... NO CHILDREN ...</div> <div><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></div> <div><div>1 2 3</div></div>
34.	OF YOUR FIVE OR SIX NEAREST NEIGHBOURS, HOW MANY DO YOU KNOW BY NAME?	<div>Check One</div> <div>MOST ... SOME ... FEW ... NONE ... HALF ... DON'T KNOW ...</div> <div><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></div> <div><div>1 2 3 4 5 6</div></div>
35.	IS IT BETTER FOR NEIGHBOURS, SAY THE NEAREST FIVE OR SIX, TO HAVE	<div>Check One</div> <div>- SIMILAR INCOME AS YOURSELF... - A MIXTURE OF INCOMES ... - IT DOESN'T MATTER ... - DON'T KNOW ...</div> <div><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></div> <div><div>1 2 3 4</div></div>
36.	HAVE YOU HAD MUCH CONTACT WITH RESIDENTS OR NEIGHBOURS WHO ARE DIFFERENT FROM YOU IN INCOME, FAMILY TYPE, OR LIFESTYLE	<div>Check One</div> <div>MUCH CONTACT ... SOME CONTACT ... LITTLE CONTACT ... NO CONTACT ... HAVEN'T NOTICED ...</div> <div><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></div> <div><div>1 2 3 4 5</div></div>



- 5 -

16. LES MEMBRES DE VOTRE FAMILLE QUI HABITENT AILLEURS SONT-ILS SATISFAITS DU FAIT QUE VOUS VIVIEZ DANS UN LOGEMENT SOCIAL?

Cochez une case

- TRÈS SATISFAITS ... ☐
- SATISFAITS ... ☐
- INSATISFAITS ... ☐
- TRÈS INSATISFAITS ... ☐
- NE SAVENT PAS ... ☐
- AUCUN AUTRE MEMBRE AILLEURS ... ☐

1  
2  
3  
4  
8  
5

17. PRÉFÉRERIEZ-VOUS HABITER UN QUARTIER OÙ:

Cochez une case

- LA PLUPART DES FAMILLES TRAVAILLENT ... ☐
- 60% DES FAMILLES TRAVAILLENT ... ☐
- LA MOITIÉ DES FAMILLES TRAVAILLENT ... ☐
- 40% DES FAMILLES TRAVAILLENT ... ☐
- AUCUNE FAMILLE NE TRAVAILLE ... ☐

1  
2  
3  
4  
5

18. PRÉFÉRERIEZ-VOUS:

Cochez une case

- UN BON QUARTIER LOIN DES MAGASINS, ETC. ... ☐
- UN MAUVAIS QUARTIER PRÈS DES MAGASINS, ETC. ... ☐
- AUCUNE PRÉFÉRENCE ... ☐

1  
2  
8

37. ABOUT THE CHILDREN IN YOUR PROJECT:

	Check One on Each Line	
- ARE THERE PLAY AREAS FOR PRE-SCHOOLERS? ...	<input checked="" type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
- IS IT A GOOD PLACE TO BRING UP CHILDREN? ...	<input checked="" type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
- DOES CHILDREN'S NOISE BOTHER YOU IN YOUR HOME? ...	<input checked="" type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

Check One

38. MOST NEIGHBOURHOODS HAVE TROUBLE WITH CHILDREN DAMAGING THINGS, DIGGING HOLES, BREAKING WINDOWS, ETC. DO YOU KNOW IF THESE PROBLEMS EXIST IN YOUR PROJECT?

YES	<input checked="" type="checkbox"/>
NO	<input checked="" type="checkbox"/>

39. IF SENIORS AND FAMILIES WERE TO BE MIXED, WOULD YOU PREFER:

	Check One
- SEPARATE BUILDINGS ...	<input checked="" type="checkbox"/>
- SEPARATE FLOORS ...	<input checked="" type="checkbox"/>
- MIXED FLOORS ...	<input checked="" type="checkbox"/>

12. CRAIGNEZ-VOUS DE VOUS PROMENER SEUL(CE)  
DANS VOTRE QUARTIER LE SOIR?

Cochez une case

- OUI ☐  
- NON ☐

1  
2  
3

13. PRÉFÉRERIEZ-VOUS HABITER DANS:

Cochez une case

- UN QUARTIER ATTRAYANT MAIS  
AUX GENS PEU AIMABLES ... ☐  
- UN QUARTIER PAS TRÈS ATTRAYANT  
MAIS AUX GENS SYMPATHIQUES ... ☐

1  
2

14. ÊTES-VOUS SATISFAIT DE VIVRE DANS  
UN LOGEMENT SOCIAL?

Cochez une case

- TRÈS SATISFAIT ... ☐  
- SATISFAIT ... ☐  
- INSATISFAIT ... ☐  
- TRÈS INSATISFAIT ... ☐  
- NE SAIS PAS ... ☐

1  
2  
3  
4  
5

15. EST-CE QUE LES MEMBRES DE VOTRE FAMILLE  
SONT SATISFAITS DE VIVRE DANS UN  
LOGEMENT SOCIAL?

Cochez une case

- TRÈS SATISFAITS ... ☐  
- SATISFAITS ... ☐  
- INSATISFAITS ... ☐  
- TRÈS INSATISFAITS ... ☐  
- NE SAVENT PAS ... ☐  
- PAS DE FAMILLE ... ☐

1  
2  
3  
4  
5

40. IF FAMILIES WERE TO BE MIXED, WHICH  
NEIGHBOURS WOULD YOU PREFER:

	Check One
- SINGLE PARENT FAMILIES ...	<input type="checkbox"/>
- TWO PARENT FAMILIES ...	<input type="checkbox"/>
- SENIOR CITIZENS ...	<input type="checkbox"/>

41. HAS INTERACTION WITH PEOPLE  
DIFFERENT FROM YOURSELF:

	Check One on Each Line		
	YES	NO	DON'T KNOW
- CHANGED SOME OF YOUR IDEAS ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- CAUSED YOU TO JOIN NEW CLUBS OR ASSOCIATIONS ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- CAUSED YOU TO BECOME MORE ACTIVE IN THE COMMUNITY ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- MADE YOU AWARE OF COMMUNITY RESOURCES AND SERVICES WHICH YOU HADN'T KNOWN OF BEFORE ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. VEUILLEZ INDiquer VOTRE PRINCIPALE SOURCE DE REVENU FAMILIAL:

	Cochez une case
- EMPLOI ...	<input type="checkbox"/>
- ASSISTANCE SOCIALE ...	<input type="checkbox"/>
- PENSION DE RETRAITE ...	<input type="checkbox"/>
- PENSION D'INVALIDITÉ ...	<input type="checkbox"/>
- AUTRE(S) ...	<input type="checkbox"/>

1 2 3 4 5

10. QUEL EST VOTRE ÉTAT DE SANTÉ COMPARATIVEMENT AUX AUTRES PERSONNES DE VOTRE ÂGE?

	Cochez une case
- EXCELLENT ...	<input type="checkbox"/>
- BON ...	<input type="checkbox"/>
- MAUVAIS ...	<input type="checkbox"/>
- TRÈS MAUVAIS ...	<input type="checkbox"/>
- MOYEN ...	<input type="checkbox"/>

1 2 3 4 5

11. AVEZ-VOUS EU DE LA DIFFICULTÉ À COMMUNIQUER À CAUSE DE LA LANGUE AVEC:

- LA DIRECTION DE L'ENSEMBLE DOMICILIAIRE ...
- VOS VOISINS ...

	Cochez une case par ligne
- OUI	<input type="checkbox"/> NON <input type="checkbox"/>
- OUI	<input type="checkbox"/> NON <input type="checkbox"/>

1 2 3 4 5



42. TO ASSIST IN THE ANALYSIS OF THESE RESPONSES, WE WOULD APPRECIATE KNOWING WHICH INCOME GROUP YOUR FAMILY IS IN?

DOLLARS PER YEAR	Check One
1 - 2,499 ...	<input type="checkbox"/> 01
2,500 - 4,999 ...	<input type="checkbox"/> 02
5,000 - 7,499 ...	<input type="checkbox"/> 03
7,500 - 9,999 ...	<input type="checkbox"/> 04
10,000 - 12,499 ...	<input type="checkbox"/> 05
12,500 - 14,999 ...	<input type="checkbox"/> 06
15,000 - 19,999 ...	<input type="checkbox"/> 07
20,000 - 24,999 ...	<input type="checkbox"/> 10
25,000 - 29,999 ...	<input type="checkbox"/> 11
30,000 AND OVER ...	<input type="checkbox"/> 12

PLEASE CONSIDER ALL SOURCES OF INCOME IN YOUR ANSWER.

43. HOW IMPORTANT IS THE MANAGER IN MAKING THIS A PLEASANT PLACE TO LIVE?

	Check One
VERY IMPORTANT ...	<input type="checkbox"/> 1
IMPORTANT ...	<input type="checkbox"/> 2
NOT VERY IMPORTANT ...	<input type="checkbox"/> 3
NOT IMPORTANT AT ALL ...	<input type="checkbox"/> 4

44. DO YOU FEEL THAT THE RULES AND REGULATIONS HERE ARE GENERALLY FAIR?

	Check One
YES ...	<input type="checkbox"/> 1
NO ...	<input type="checkbox"/> 2
DON'T KNOW ...	<input type="checkbox"/> 3

3. DEPUIS COMBIEN DE TEMPS VIVEZ-VOUS DANS CETTE COMMUNAUTÉ? \_\_\_\_\_ ANNÉE(S)

4. DEPUIS COMBIEN DE TEMPS VIVEZ-VOUS DANS VOTRE LOGEMENT ACTUEL? \_\_\_\_\_ ANNÉE(S)

5. À COMBIEN SE MONTE VOTRE LOYER? \$ \_\_\_\_\_

Cochez une case

- OUI	<input type="checkbox"/>
- NON	<input type="checkbox"/>

6. AVEZ-VOUS DÉJÀ HABITÉ DANS DES LOGEMENTS SOCIAUX AUPARAVANT?

7. DEPUIS COMBIEN DE TEMPS VIVEZ-VOUS DANS DES LOGEMENTS SOCIAUX? \_\_\_\_\_ ANNÉE(S)

Cochez une case

- OUI ...	<input type="checkbox"/>
- NON ...	<input type="checkbox"/>
- ACCEPTABLE ...	<input type="checkbox"/>
- NE SAIS PAS ...	<input type="checkbox"/>

8. PENSEZ-VOUS QUE VOTRE QUARTIER EST AGRÉABLE?

45. WOULD YOU RATHER LIVE IN:

	Check One
- YOUR PRESENT HOME WITH EXISTING RULES ...	<input type="checkbox"/>
- A NEIGHBOURHOOD WITH NO RULES	<input type="checkbox"/>

46. DO YOU FEEL THAT TENANTS' ORGANIZATIONS HELP TO IMPROVE:

	Check One on Each Line		
	AGREE	DISAGREE	DON'T KN
- RECREATIONAL FACILITIES ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- BUILDING MAINTENANCE ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- RENT COLLECTION PRACTICES ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- TENANT-MANAGEMENT RELATIONS ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- SOLVING TENANT PROBLEMS ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

47. ARE YOU SATISFIED OR DISSATISFIED WITH THE MANAGEMENT OF YOUR PROJECT REGARDING:

	Check One on Each Line	
	SATISFIED	DISSATISFIED
- GENERAL REPAIRS INSIDE ...	<input type="checkbox"/>	<input type="checkbox"/>
- MAINTENANCE OF THE INTERIOR ...	<input type="checkbox"/>	<input type="checkbox"/>
- MAINTENANCE OF THE EXTERIOR ...	<input type="checkbox"/>	<input type="checkbox"/>
- COLLECTING RENTS ...	<input type="checkbox"/>	<input type="checkbox"/>
- DEALING WITH UNRULY TENANTS ...	<input type="checkbox"/>	<input type="checkbox"/>
- ENFORCING RULES ...	<input type="checkbox"/>	<input type="checkbox"/>

SONDAGE D'OPINION

LOCATAIRES DE LOGEMENTS SOCIAUX

ENSEMBLE DOMICILIAIRE No: EB 0 ..... C ..... NOM DE L'ENSEMBLE DOMICILIAIRE: \_\_\_\_\_

DATE: 80 0.8 .....  
A M J

ADRESSE: \_\_\_\_\_

Cochez une case

☐ ☒ ☒ ☒

1. TYPE DE LOCATAIRE:
- PERSONNES ÂGÉES ...
  - FAMILLE MONOPARENTALE ...
  - FAMILLE BIPARENTALE ...

Une ligne par membre de la famille

MEMBRE:	ANNÉE DE NAISSANCE	SEXE
- CHEF ...	---	---
- CONJOINT/PARTENAIRE ...	---	---
- AÎNE(E) ...	---	---
- 2E ENFANT ...	---	---
- 3E ENFANT ...	---	---
- 4E ENFANT ...	---	---
- 5E ENFANT ...	---	---
- AUTRE(S) ...	---	---

SONDAGE D'OPINION  
LOCATAIRES DE LOGEMENTS SOCIAUX

RÉALISÉ PAR LE :  
SECRÉTARIAT DES POLITIQUES ET DES PROGRAMMES DE LOGEMENT  
MINISTÈRE DU LOGEMENT  
POUR LE COMPTE DE LA  
SOCIÉTÉ DE LOGEMENT DE L'ONTARIO  
JUILLET - AOÛT 1980

ENGLISH OVER





APPENDIX B

Description of Projects Comprising the Sample

Project A

- A mixed project of families and senior citizens.
- It comprises both apartment and row units. Seniors are largely accommodated in the apartment units, families in both apartment and row units, 302 units in all.
- Facilities such as public transit, shops, schools, hospitals and recreation areas close at hand are readily accessible.
- Child play equipment for both pre-schoolers and teens exist on site and in the neighbourhood.
- The senior citizen apartment building adjoins the others, but is separated by fencing and locked doors. Seniors have their own fenced-in green area at the ground level and a large and well-furnished recreation room and patio on the roof of the apartment structure.
- Underground parking is provided for tenants; above ground for visitors. Rowdy driving habits were observed to continue even though speed bumps had been installed.
- Evidence of petty vandalism (graffiti and spray-painted or broken playground equipment) was found, litter of various types (paper to broken beer bottles) was observed. A few parked cars appeared to be abandoned or nearing abandonment.

- Apartment units had balconies, rows has privacy fencing creating semi-private backyards. A common area existed (comprised of the hogsback area, the basketball court, second playground below the apartment). The common areas were not immediately accessible from the semi-private areas.
- The project is managed from the downtown office of the Sudbury Housing Authority and is patrolled by security guards on long weekends and other occasions known to be periods of rowdy behaviour.

#### Project B

- This is a mixed project of families and senior citizens.
- It comprises both apartment and row units. Seniors in the apartment and families in the row units; 314 units in all.
- Facilities such as public transit, shops, schools, hospitals, and recreation areas are very close at hand.
- Child play facilities for both pre-schoolers and teens exist on site or within sight of the project.
- The senior citizen apartment is separate from the row units, seniors have their own recreation room.
- Underground parking is abundant.
- There was no evidence of petty vandalism on site; some of the units were well cared for by tenants while others were untidy.

- Apartment units had balconies, rows had privacy fencing creating semi-private backyards with a common backyard area.
- The project is managed by an on-site manager. The project is patrolled by a security guard service.

#### Project C

- This is a senior citizen apartment structure of 88 units.
- Facilities such as shops were not found in the area, but were made accessible through a special bus service, once a week. Public transit was readily accessible.
- There is a pleasant recreation room which leads out onto the well-kept lawns. The flower gardens surrounding the project were maintained by tenants.
- Above ground parking exists behind the project; it is on a hill making access difficult to some and inaccessible during winter storms.
- There was no indication of vandalism on site.
- Apartment units had balconies and the surrounding grounds provided a common area.
- The project is managed from the downtown office of the London Housing Authority.
- The project has a tenants' organization which is responsible for the security and grounds clean-up of the project. Two tenants are provided with free rent for acting as security agents, one is on call 24 hours a day.

Project D

- This is a family project comprising 108 row units.
- It is separated from the main street by a private apartment surrounded by a very tall chain link fence.
- Facilities such as shops, schools, public transit and recreation areas are nearby. There is no on-site recreation room.
- Child play areas exist behind the units for pre-schoolers while teens could walk to a neighbouring open space.
- There was no evidence of vandalism on the site. Differences in the way tenants maintained their units was found. Some litter was noticed. Roadways were being used as play areas.
- Units had privacy fencing creating semi-private backyards with a common area.
- The project is managed from the downtown office of the London Housing Authority.
- The project has an active tenant organization. This organization is given the responsibility for grounds clean-up and project security. There was more litter seen in the surrounding private housing than in this project.



Project E

- Consists of 75 row units for families and 16 row units for senior citizens.
- It is adjacent to several hundred F/P units built in the 1950's, of which some were sold to tenants in the early 1970's. It adjoins a large (159 unit) family project, OH-12.
- In outward appearance there were few signs of vandalism, although there were indications of wear and tear and of patching which did not match original materials. The building is now twenty years old.
- Children are forbidden to play games on the grassed areas, large warning signs abound. Children play on the streets instead. Use of the nearby school grounds for playtime activities appeared negligible.
- The project is well served by public transit and is adjacent to major arterial roads for vehicular access to other facilities.
- Schools and high schools are in the neighbourhood.
- Other facilities, shopping etc. are not within walking distance. They are accessible by public transit and car.
- No special security services are provided to the project; tenants are to deal directly with the Hamilton Police.
- The project is managed from a nearby office.

Project F

- Composed of three contiguous projects, a senior citizen apartment of 114 units, a senior citizen ground oriented row of 20 units and a ground oriented family project of 69 row units. There is a tall chain link fence dividing the family from the senior citizen projects.
- The project is adjacent to a small shopping plaza with other facilities (shopping, restaurant and entertainment) nearby along a major arterial road.
- Public transport is readily available.
- There is a free bus service provided to senior citizens on a weekly basis. It takes them to a larger shopping centre.
- Schools, churches and other facilities are nearby.
- In the senior citizen apartment there is a large common room which is in regular use by tenants.
- In the family project, there are two equipped playgrounds for pre-schoolers and younger children, but no facilities for teenagers.
- No security services are provided in the project.
- The project is managed from a central management office.

APPENDIX C

Posters and Handbills

Posters and handbills were made up to invite residents to attend the group interview meeting and to participate in the opinion poll if they were unable to attend the group meeting.



Ministry of  
Housing



Ministry of Housing  
Ontario Housing Corporation

# NOTICE TO ALL TENANTS!

We need your help

The Ministry of Housing and the  
Ontario Housing Corporation  
would like to know your opinions  
about several important issues.

You are invited to a meeting to  
discuss these issues and  
express your opinions.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Please attend!

Bring a neighbour!

Refreshments will be served



Ministère du  
Logement



Ministère du Logement  
Société de logement de l'Ontario

# AVIS À TOUS LES LOCATAIRES!

Nous avons besoin de vous!

Le ministère du Logement  
et la Société de logement  
de l'Ontario aimeraient  
connaître votre opinion sur  
plusieurs questions  
importantes.

Nous vous invitons donc à  
une réunion pour en  
discuter.

Endroit: \_\_\_\_\_

Date: \_\_\_\_\_

Heure: \_\_\_\_\_

Soyez des nôtres!

Amenez un voisin!

Des rafraîchissements y seront servis.



Ministry of  
Housing



Ministry of Housing  
Ontario Housing Corporation

# NOTICE TO ALL TENANTS!

If you missed the recent meeting  
on tenant opinion but want to make  
your views known, you still can!

Blank Questionnaires in stamped and  
preaddressed envelopes are available  
from your Project Manager.  
Instructions are provided and your  
answers will remain confidential.



# AVIS À TOUS LES LOCATAIRES!

Si vous n'avez pas pu  
assister à la réunion mais  
désirez exprimer votre point  
de vue, il en est encore  
temps!

Vous pouvez vous procurer  
des questionnaires et des  
enveloppes-réponses  
affranchies au bureau du  
gérant de votre immeuble.

Des instructions  
accompagnent le  
questionnaire. Vos réponses  
resteront strictement  
confidentielles.

APPENDIX D

CROSS-TABULATED RESPONSES BY QUESTION

The tables in this appendix are the responses to the questions which were posed in the questionnaire. In each case, the question is restated and the responses show the number of responses per cell, the percentage of total responses represented, the percentage of responses in each row and the percentage of responses in each column.

For example, from the first question regarding previous residence in public housing: 9 senior citizens responded affirmatively; 9 is 4.41% of the 204 total responses; 9 is 39.13% of the 23 affirmative responses (row total); 9 is 6.77% of the 133 senior citizens who responded (column total).

A. Overall Respondent

1. Have you previously lived in Public Housing?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
YES	9	5	8	1	0	23
	4.41	2.45	3.92	0.49		11.27
	39.13	21.74	34.78	4.35		
	6.77	15.15	27.59	14.29		
NO	118	28	21	6	2	175
	57.84	13.73	10.29	2.94	0.98	85.78
	67.43	16.00	12.00	3.43	1.14	
	68.72	84.85	72.41	85.71	100.00	
NO RESPONSE	6	0	0	0	0	6
	2.94					2.94
	100.00					
	4.51					
TOTAL	133	33	29	7	2	204
	65.20	16.18	14.22	3.43	0.98	100.00

2. What is the prime source of household income?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
EMPLOYMENT	1	6	17	0	1	25
	0.49	2.94	8.33	0.00	0.49	12.25
	4.00	24.00	68.00	0.00	4.00	
	0.75	18.18	58.62	0.00	50.00	
SOCIAL ASSIST.	10	18	2	0	0	30
	4.90	8.82	0.98			14.71
	33.33	60.00	6.67			
	7.52	54.55	6.90			
RETIRE. PENSION	99	4	4	0	1	108
	48.53	1.96	1.96		0.49	52.94
	91.67	3.70	3.70		0.93	
	74.44	12.12	13.79		50.00	
DISABLE PENSION	8	4	5	7	0	24
	3.92	1.96	2.45	3.43		11.76
	33.33	16.67	20.83	29.17		
	6.02	12.12	17.24	100.00		
NO PREFERENCE	1	0	0	0	0	1
	0.49					0.49
	100.00					
	0.75					
OTHER	14	1	1	0	0	16
	6.86	0.49	0.49			7.84
	87.50	6.25	6.25			
	10.53	3.03	3.45			
TOTAL	133	33	29	7	2	204
	65.20	16.18	14.22	3.43	0.98	100.00

3. What is your gross annual household income?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
\$1-2,499	6 2.94 54.55 4.51	3 1.47 27.27 9.09	1 0.49 9.09 3.45	1 0.49 9.09 14.29	0	11 5.39
\$2,500-4,999	40 19.61 71.43 30.08	11 5.39 19.64 33.33	2 0.98 3.57 6.90	3 1.47 5.36 42.86	0	56 27.45
\$5,000-7,499	27 13.24 67.50 20.30	8 3.92 20.00 24.24	4 1.96 10.00 13.79	1 0.49 2.50 14.29	0	40 19.61
\$7,500-9,999	11 5.39 52.38 8.27	5 2.45 23.81 15.15	5 2.45 23.81 17.24	0	0	21 10.29
\$10,000-12,499	3 1.47 37.50 2.26	1 0.49 12.50 3.03	4 1.96 50.00 13.79	0	0	8 3.92
\$12,500-14,999	0	0	3 1.47 100.00 10.34	0	0	3 1.47
\$15,000-19,999	1 0.49 16.67 0.75	0	5 2.45 63.33 17.24	0	0	6 2.94
\$20,000-24,999	0	0	1 0.49 100.00 3.45	0	0	1 0.49
\$25,000-29,999	0	0	1 0.49 100.00 3.45	0	0	1 0.49
NO RESPONSE	45 22.06 78.95 33.83	5 2.45 0.02 15.15	3 1.47 9.38 10.34	2 0.98 6.25 28.57	2 0.98 6.25 100.00	57 27.94
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00

B. Mixing Family and Senior Citizen Tenants

1. If families were to be mixed, which neighbours would you prefer?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
SINGLE PARENT	3 1.47 25.00 2.26	6 2.94 50.00 18.18	2 0.98 16.67 6.90	0	1 0.49 8.33 50.00	12 5.88
2 PARENT FAMILY	21 10.29 39.62 15.79	11 5.39 20.75 33.33	19 9.31 35.85 65.52	2 0.98 3.77 28.57	0	53 25.98
SENIOR CITIZENS	87 42.65 85.29 65.41	9 4.41 8.82 27.27	4 1.96 3.92 13.79	2 0.98 1.96 28.57	0	102 50.00
NO PREFERENCE	3 1.47 37.50 2.26	1 0.49 12.50 3.03	4 1.96 50.00 13.79	0	0	8 3.92
NO RESPONSE	19 9.31 65.52 14.29	6 2.94 20.69 18.18	0	3 1.47 10.34 42.86	1 0.49 3.45 50.00	29 14.22
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00

2. If senior citizens and families were mixed, which would you prefer?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
SEP. BUILDINGS	86 42.16 69.35 64.66	17 8.33 13.71 51.52	19 9.31 15.32 65.52	2 0.98 1.61 28.57	0	124 60.78
SEP. FLOORS	15 7.35 65.22 11.28	4 1.96 17.39 12.12	2 0.98 8.70 6.90	2 0.98 8.70 28.57	0	23 11.27
MIXED FLOORS	18 8.82 46.15 13.53	11 5.39 28.21 33.33	6 2.94 15.38 20.69	3 1.47 7.69 42.86	1 0.49 2.56 50.00	39 19.12
NO PREFERENCE	0	0	1 0.49 100.00 3.45	0	0	1 0.49
NO RESPONSE	14 6.86 82.35 10.53	1 0.49 5.88 3.03	1 0.49 5.88 3.45	0	1 0.49 5.88 50.00	17 8.33
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00

3. Would you prefer to live in a neighbourhood with people of your same race or mixed races?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
YOUR OWN RACE	53	13	7	2	0	75
	25.98	6.37	3.43	0.98		36.76
	70.67	17.33	9.33	2.67		
	39.85	39.39	24.14	28.57		
MIXED RACES	35	10	12	3	0	60
	17.16	4.90	5.88	1.47		29.41
	58.33	16.67	20.00	5.00		
	26.32	30.30	41.38	42.86		
DO NOT KNOW	29	9	10	1	0	49
	14.22	4.41	4.90	0.49		24.02
	59.18	18.37	20.41	2.04		
	21.80	27.27	34.48	14.29		
NO RESPONSE	16	1	0	1	2	20
	7.84	0.49		0.49	0.98	9.80
	80.00	5.00		5.00	10.00	
	12.03	3.03		14.29	100.00	
TOTAL	133	33	29	7	2	204
	65.20	16.18	14.22	3.43	0.98	100.00

4. Is it better for neighbours to be of the same religious background?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
SAME BACKGROUNDS	10	1	2	1	0	14
	4.90	0.49	0.98	0.49		6.86
	71.43	7.14	14.29	7.14		
	7.52	3.03	6.90	14.29		
DIFF. BACKGROUND	5	0	0	0	0	5
	2.45					2.45
	100.00					
	3.76					
DOES NOT MATTER	91	29	25	6	1	152
	44.61	14.22	12.25	2.94	0.49	74.51
	59.87	19.08	16.45	3.95	0.66	
	68.42	87.88	86.21	85.71	50.00	
DO NOT KNOW	9	2	2	0	0	13
	4.41	0.98	0.98			6.37
	69.23	15.38	15.38			
	6.77	6.06	6.90			
NO RESPONSE	18	1	0	0	1	20
	8.82	0.49			0.49	9.80
	90.00	5.00			5.00	
	13.53	3.03			50.00	
TOTAL	133	33	29	7	2	204
	65.20	16.18	14.22	3.43	0.98	100.00



5. Is it better for neighbours to have similar or a mixture of incomes?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
SIMILAR INCOME	13 6.37 65.00 9.77	3 1.47 15.00 9.09	2 0.98 10.00 6.90	2 0.98 10.00 28.57	0	20 9.80
MIX OF INCOMES	6 2.94 75.00 4.51	1 0.49 12.50 3.03	1 0.49 12.50 3.45	0	0	8 3.92
DOES NOT MATTER	83 40.69 62.41 62.41	25 12.25 18.80 75.76	21 10.29 15.79 72.41	4 1.96 3.01 57.14	0	133 65.20
DO NOT KNOW	17 8.33 62.96 12.78	3 1.47 11.11 9.09	5 2.45 18.52 17.24	1 0.49 3.70 14.29	1 0.49 3.70 50.00	27 13.24
NO RESPONSE	14 6.86 87.50 10.53	1 0.49 6.25 3.03	0	0	1 0.49 6.25 50.00	16 7.84
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00

6. What proportion of neighbours would you prefer were employed?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
MOST FAMILIES	40 19.61 51.28 30.08	16 7.84 20.51 48.48	20 9.80 25.64 68.97	2 0.98 2.56 28.57	0	78 38.24
60%	4 1.96 36.36 3.01	6 2.94 54.55 18.18	0	1 0.49 9.09 14.29	0	11 5.39
50%	5 2.45 31.25 3.76	8 3.92 50.00 24.24	3 1.47 18.75 10.34	0	0	16 7.84
40%	1 0.49 50.00 0.75	0	0	1 0.49 50.00 14.29	0	2 0.98
NONE	16 7.84 88.89 12.03	0	1 0.49 5.56 3.45	1 0.49 5.56 14.29	0	18 8.82
NO OPINION	6 2.94 60.00 4.51	0	4 1.96 40.00 13.79	0	0	10 4.90
NO RESPONSE	61 29.90 88.41 45.86	3 1.47 4.35 9.09	1 0.49 1.45 3.45	2 0.98 2.90 28.57	2 0.98 2.90 100.00	69 33.82
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00

7. What proportion of neighbours would you prefer to be social assistance recipients?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
MOST FAMILIES	14 6.86 73.89 10.53	3 1.47 15.79 9.09	1 0.49 5.26 3.45	1 0.49 5.26 14.29	0	19 9.31
60%	8 3.92 66.67 6.02	2 0.98 16.67 6.06	1 0.49 8.33 3.45	0 0.49 8.33 50.00	1 0.49 8.33 50.00	12 5.88
50%	7 3.43 38.89 5.26	7 3.43 38.89 21.21	4 1.96 22.22 13.79	0	0	18 8.82
40%	9 4.41 50.00 6.77	5 2.45 27.78 15.15	3 1.47 16.67 10.34	1 0.49 5.56 14.29	0	18 8.82
NONE	25 12.25 55.56 18.80	9 4.41 20.00 27.27	9 4.41 20.00 31.03	2 0.98 4.44 28.57	0	45 22.06
NO OPINION	8 3.92 47.06 6.02	2 0.98 11.76 6.06	7 3.43 41.18 24.14	0	0	17 8.33
NO RESPONSE	62 30.39 82.67 46.62	5 2.45 6.67 15.15	4 1.96 5.33 13.79	3 1.47 4.00 42.86	1 0.49 1.33 50.00	75 36.76
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00

8. Would you prefer all, some or none of your neighbours to have children?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
CHILDREN IN ALL	2 0.98 8.00 1.50	6 2.94 24.00 18.18	14 6.86 56.00 48.28	2 0.98 8.00 28.57	1 0.49 4.00 50.00	25 12.25
CHILDREN IN SOME	21 10.29 36.21 15.79	22 10.78 37.93 66.67	13 6.37 22.41 44.83	2 0.98 3.45 28.57	0	58 28.43
NO CHILDREN	88 43.14 91.67 66.17	4 1.96 4.17 12.12	2 0.98 2.08 6.90	2 0.98 2.08 28.57	0	96 47.06
NO RESPONSE	22 10.78 88.00 16.54	1 0.49 4.00 3.03	0	1 0.49 4.00 14.29	1 0.49 4.00 50.00	25 12.25
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00

C. Tenant Concerns

1. At what point do you feel you have arrived "home"?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
AT YOUR DOOR	63 30.88 62.38 47.37	18 8.82 17.82 54.55	15 7.35 14.85 51.72	5 2.45 4.95 71.43	0	101 49.51
BUILDING ENTRANC	33 16.18 84.62 24.81	2 0.98 5.13 6.06	3 1.47 7.69 10.34	1 0.49 2.56 14.29	0	39 19.12
STR AROUND BUILD	2 0.98 25.00 1.50	4 1.96 50.00 12.12	2 0.98 25.00 6.90	0	0	8 3.92
FIRST SEE BUILD.	11 5.39 73.33 8.27	0 0.00 0.00 0.00	3 1.47 20.00 10.34	1 0.49 6.67 14.29	0	15 7.35
AREA NEAR BUILD.	8 3.92 38.10 6.02	8 3.92 38.10 24.24	5 2.45 23.81 17.24	0	0	21 10.29
NO RESPONSE	16 7.84 80.00 12.03	1 0.49 5.00 3.03	1 0.49 5.00 3.45	0	2 0.98 10.00 100.00	20 9.80
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00

2. Do you feel safe here walking alone at night?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
YES	42 20.59 58.33 31.58	10 4.90 13.89 30.30	15 7.35 20.83 51.72	5 2.45 6.94 71.43	0	72 35.29
NO	82 40.20 68.91 61.65	22 10.78 18.49 66.67	12 5.88 10.08 41.38	2 0.98 1.68 28.57	1 0.49 0.84 50.00	119 58.33
NO PREFERENCE	1 0.49 25.00 0.75	1 0.49 25.00 3.03	2 0.98 50.00 6.90	0	0	4 1.96
NO RESPONSE	8 3.92 68.89 6.02	0	0	0	1 0.49 11.11 50.00	9 4.41
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00

3. Most neighbourhoods have trouble with children damaging things...do you know if these problems exist in your project?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
YES	44 21.57 44.44 33.08	28 13.73 28.28 84.85	24 11.76 24.24 82.76	2 0.98 2.02 28.57	1 0.49 1.01 50.00	99 48.53
NO	47 23.04 79.66 35.34	4 1.96 6.78 12.12	4 1.96 6.78 13.79	4 1.96 6.78 57.14	0	59 28.92
NO PREFERENCE	1 0.49 100.00 0.75	0	0	0	0	1 0.49
NO RESPONSE	41 20.10 91.11 30.83	1 0.49 2.22 3.03	1 0.49 2.22 3.45	1 0.49 2.22 14.29	1 0.49 2.22 50.00	45 22.06
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00

4. Would you rather live in your present home with the existing rules or a neighbourhood with no rules?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
EXISTING RULES	113 55.39 62.78 84.96	31 15.20 17.22 93.94	29 14.22 16.11 100.00	6 2.94 3.33 85.71	1 0.49 0.56 50.00	180 88.24
WITH NO RULES	4 1.96 80.00 3.01	1 0.49 20.00 3.03	0	0	0	5 2.45
NO RESPONSE	16 7.84 84.21 12.03	1 0.49 5.26 3.03	0	1 0.49 5.26 14.29	1 0.49 5.26 50.00	19 9.31
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00

5. Do you feel the rules and regulations here are generally fair?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
YES	89 43.63 64.49 66.92	21 10.29 15.22 63.64	22 10.78 15.94 75.86	5 2.45 3.62 71.43	1 0.49 0.72 50.00	138 67.65
NO	17 8.33 62.96 12.78	6 2.94 22.22 18.18	2 0.98 7.41 6.90	1 0.49 3.70 14.29	1 0.49 3.70 50.00	27 13.24
DO NOT KNOW	10 4.90 58.82 7.52	3 1.47 17.65 9.09	4 1.96 23.53 13.79	0	0	17 8.33
NO RESPONSE	17 8.33 77.27 12.78	3 1.47 13.64 9.09	1 0.49 4.55 3.45	1 0.49 4.55 14.29	0	22 10.78
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00

6. Are you satisfied or dissatisfied with the management of your project regarding the enforcing of rules?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
SATISFIED	43 21.08 58.11 32.33	10 4.90 13.51 30.30	16 7.84 21.62 55.17	5 2.45 6.76 71.43	0	74 36.27
DISSATISFIED	28 13.73 54.90 21.05	13 6.37 25.49 39.39	10 4.90 19.61 34.48	0	0	51 25.00
NO PREFERENCE	0	1 0.49 100.00 3.03	0	0	0	1 0.49
NO RESPONSE	62 30.39 79.49 46.62	9 4.41 11.54 27.27	3 1.47 3.85 10.34	2 0.98 2.56 28.57	2 0.98 2.56 100.00	78 38.24
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00



7. How important is the manager in making this a pleasant place to live?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
VERY IMPORTANT	90 44.12 66.18 67.67	19 9.31 13.97 57.58	22 10.78 16.18 75.86	4 1.96 2.94 57.14	1 0.49 0.74 50.00	136 66.67
IMPORTANT	14 6.86 46.67 10.53	10 4.90 33.33 30.30	4 1.96 13.33 13.79	2 0.98 6.67 28.57	0	30 14.71
NOT VERY IMPORT.	1 0.49 33.33 0.75	2 0.98 66.67 6.06	0	0	0	3 1.47
NOT IMPORTANT	6 2.94 85.71 4.51	1 0.49 14.29 3.03	0	0	0	7 3.43
NO RESPONSE	22 10.78 78.57 16.54	1 0.49 3.57 3.03	3 1.47 10.71 10.34	1 0.49 3.57 14.29	1 0.49 3.57 50.00	28 13.73
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00

8. How do you feel about living in public housing?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
VERY SATISFIED	47 23.04 77.05 35.34	5 2.45 8.20 15.15	6 2.94 9.84 20.69	3 1.47 4.92 42.86	0	61 29.90
SATISFIED	65 31.86 65.66 48.87	15 7.35 15.15 45.45	15 7.35 15.15 51.72	3 1.47 3.03 42.86	1 0.49 1.01 50.00	99 48.53
DISSATISFIED	8 3.92 42.11 6.02	6 2.94 31.58 18.18	4 1.96 21.05 13.79	1 0.49 5.26 14.29	0	19 9.31
VERY UNSATISFIED	3 1.47 50.00 2.26	3 1.47 50.00 9.09	0	0	0	6 2.94
NO OPINION	5 2.45 35.71 3.76	4 1.96 28.57 12.12	4 1.96 28.57 13.79	0	1 0.49 7.14 50.00	14 6.86
NO RESPONSE	5 2.45 100.00 3.76	0	0	0	0	5 2.45
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00



9. What do the members of your family who live elsewhere think of your living in public housing?

FREQUENCY PERCENT ROW PCT COL PCT	SENIOR CITIZEN	1 PARENT FAMILY	2 PARENT FAMILY	DISABLED	NO RESPONSE	TOTAL
VERY SATISFIED	43 21.08 79.63 32.33	5 2.45 9.26 15.15	4 1.96 7.41 13.79	2 0.98 3.70 28.57	0	54 26.47
SATISFIED	45 22.06 59.21 33.83	13 6.37 17.11 39.39	14 6.86 18.42 48.28	3 1.47 3.95 42.86	1 0.49 1.32 50.00	76 37.25
DISSATISFIED	6 2.94 40.00 4.51	6 2.94 40.00 18.18	3 1.47 20.00 10.34	0	0	15 7.35
VERY UNSATISFIED	4 1.96 40.00 3.01	4 1.96 40.00 12.12	1 0.49 10.00 3.45	1 0.49 10.00 14.29	0	10 4.90
NO FAMILY	4 1.96 80.00 3.01	0	0	1 0.49 20.00 14.29	0	5 2.45
NO OPINION	14 6.86 53.85 10.53	5 2.45 19.23 15.15	7 3.43 26.92 24.14	0	0	26 12.75
NO RESPONSE	17 8.33 94.44 12.78	0	0	0	1 0.49 5.56 50.00	18 8.82
TOTAL	133 65.20	33 16.18	29 14.22	7 3.43	2 0.98	204 100.00











